University of Southern Mississippi  
Master of Science in Marriage and Family Therapy  
Concerns and Complaints Policy

If a student has a concern or a complaint about some aspect of the program, there are several avenues open to him or her to address the issue. The MFT program follows a hierarchal model as outlined below.

Coursework
If the students’ concern or complaint is about a particular faculty member or a course, the student should follow the following protocol:

1. Faculty Member - Take the concern or complaint to the course instructor or faculty member and speak directly with that individual.
2. Program Director – If the concern or complaint has been appropriately addressed with the faculty member and there has been no resolution, the student should discuss the issue with the program director. If the program director is the faculty member in question, and the student has appropriately addressed the issue with the program director, then the student should skip this step and proceed to the next.
3. Department Chair – If the concern or complaint has been appropriately addressed with the program director and there has been no resolution, the student should discuss the issue with the department chair.
4. Dean of the College – If the concern or complaint has been appropriately addressed with the program director and there has been no resolution, the student should discuss the issue with the Dean of the College.

Program
If the students’ concern or complaint is about the program or program policy, the student should follow the following protocol:

1. Program Director – Take the concern or complaint to the program director and speak directly with that individual.
2. Department Chair – If the concern or complaint has been appropriately addressed with the program director and there has been no resolution, the student should discuss the issue with the department chair.
3. Dean of the College – If the concern or complaint has been appropriately addressed with the program director and there has been no resolution, the student should discuss the issue with the Dean of the College.

Supervisor or Clinic Issues
If the students’ concern or complaint is about a particular supervisor or other clinical issues, the student should follow the following protocol:

1. Supervisor and/or Clinic Director – Take the concern or complaint to the supervisor and/or, if appropriate, to the Clinic Director and speak directly to those individuals.
2. Clinic Director – If a student does not feel comfortable or safe in talking to the supervisor, they can go directly to the Clinic Director.

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3. Program Director – If the concern or complaint has been appropriately addressed with the supervisor and/or clinic director and there has been no resolution, the student should discuss the issue with the program director.

Other Procedures for Concerns or Complaints
We believe the above procedures are immediate, allow for direct communication, and provide students with the best chance for a speedy and satisfactory resolution. However, some issues may lend themselves better to the other avenues provided for student feedback.

The president of MFTSO serves as the second year student representative and the vice-president serves as the first year student representative. At the end of each fall and spring semester, the president and vice-president meet with the program director to provide student feedback. This feedback consists of suggestions, concerns, complaints, and affirmations. The meeting allows for students to provide information to the program director about how they are experiencing the program.

In addition, at the end of each semester, students have the opportunity to evaluate their coursework, their faculty, their supervisors, and the program through anonymous evaluation forms. This is also a time in which students may provide feedback on their experience which could include concerns or complaints.